

STATE OF WASHINGTON



OFFICE OF
INSURANCE COMMISSIONER

In the Matter of

**The Market Conduct Examination
of Atlanta Casualty Company.**

)
) No. G 97-39
)
) FINDINGS, CONCLUSIONS, AND
) ORDER ADOPTING REPORT
)

BACKGROUND

An examination of the market conduct of Atlanta Casualty Company (the Company) as of October 31, 1996, was conducted by market conduct examiners of the Washington State Office of the Insurance Commissioner. The Company is an authorized insurer under RCW 48.05.030. This examination was conducted in compliance with the laws and regulations of the State of Washington and in accordance with the procedures promulgated by the National Association of Insurance Commissioners and the Office of the Insurance Commissioner. This examination was limited to open and closed claims involving Washington insureds.

The examination report with the findings and recommendations was transmitted to the Company for its comments on July 15, 1997. Responses to the draft report were received on August 18, 1997. The Company did not request a hearing.

The Commissioner or a designee has considered the report, the relevant portions of the examiner workpapers, and the submission by the Company.

Subject to the right of the Company to demand a hearing pursuant to chapters 48.04 and 34.05 RCW, the Commissioner adopts the following findings, conclusions, and order.

FINDINGS

The Commissioner adopts as findings the findings of the examiners as contained on page 4-7 of the report.

CONCLUSIONS

It is appropriate and in accordance with law to adopt the attached examination report as the final report of the market conduct of the Company.

ORDER

The examination report as filed, attached hereto and incorporated by reference, is hereby **ADOPTED** as the final examination report.

It is **ORDERED** that the Company comply with the Instructions in the Report, as follows:

1. The company must instruct all claims adjusters of the importance of fully documenting all claim files. WAC 284-30-340 requires the claim files contain all notes and work papers pertaining to the claim in such detail that all pertinent events and the dates of such events can be easily reconstructed.
2. The company must instruct all claims adjusters of the importance of prompt claim investigation. WAC 284-30-370 requires insurers to complete investigations within 30 days after notice of a claim, unless the investigation cannot reasonably be completed within such time. If the investigation cannot be completed within the required time frame, the reason for delay should be noted in the claim file, as mentioned in instruction number one above.

ENTERED at Lacey, Washington, on November 4, 1997.

DEBORAH SENN

Insurance Commissioner

By:

WILLIAM E. FRANSEN

Deputy Commissioner